

How to log in

To log in to the application, please complete the following steps:

- 1 Enter your Username. **If you forget your username, you may be directed through a series of further authentication steps to verify your identity.**
- 2 Click "Continue."
- 3 Enter your PIN. **If you're not logging in with your own unique login credentials, or if you have not accessed the system for an extended period of time, you may be directed through a series of additional authentication steps to verify your identity.**
- 4 Click "Log in."

- ★ Further authentication steps may include receiving a one-time passcode, answering personal security questions or completing an identity quiz. For more details about the authentication process, please refer to the "When Additional Authentication Is Required" tutorial.
- ★ If your device is unrecognized, you will be asked if you'd like us to remember the device you are on to make future logins easier. Select "Yes" if you are logging on from a device you use frequently. Select "No" if you are logging on from a public device, or one you do not plan on using in the future.
- ★ If you do not have the required phone and email information on file, you will be prompted to update/add your phone numbers and email addresses. The phone and email information you enter should be privately and readily accessible to you in the event a one-time passcode needs to be delivered to you for logging in to the system.
- ★ If you have not set up your personal security questions, you will be prompted to select and answer six security questions that may be used to verify your identity in the future.

Once you have successfully logged in to your account, you will be directed to the Main Menu.

The screenshot shows two overlapping 'Log In' windows. The top window has a 'Continue >' button with a red arrow labeled '2' pointing to it. The bottom window has a 'Log in' button with a red arrow labeled '4' pointing to it. A red arrow labeled '3' points to the PIN input field in the bottom window.

The screenshot shows a 'Log In' window with the question: "To make logging in easier for future visits, would you like us to remember your device?". There are two radio button options: "Yes, I plan on using this device to access my account in the future" and "No, this is a public device (a library computer, for example) or one I don't plan on using often to access my account". A "Save" button is at the bottom.

The screenshot shows an "Additional Information Needed" window with a warning icon and the text: "PLEASE UPDATE PERSONAL INFORMATION BELOW to improve the security of your data and create an extra layer of protection on your account. Your personal information may be used for a More +". Below this, it says "To ensure your security, you are required to have at least one phone number and one e-mail address on file." There is a "Phone" section with dropdown menus for "Country" and "Phone", and an "Ext:" field. A "+ Add another Phone Number" link is at the bottom.

The screenshot shows an "Additional Information Needed" window with a warning icon and the text: "PLEASE UPDATE YOUR SECURITY QUESTIONS BELOW to improve the security of your data and create an extra layer of protection on your account. More +". Below this, it says "To ensure your security, you are required to have at least six security questions and answers. Select questions and type answers below." There are four "Question" sections, each with a dropdown menu for "Question" and a text input field for "Answer". A "Save" button is at the bottom right.